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TRA DOCKET ROOM
February 3, 2004

VIA HAND DELIVERY

Hon. Deborah Taylor Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Implementation of the Federal Communications Commission's
Triennial Review Order (Nine-month Proceeding)(Switching)*
Docket No. 03-00491

Dear Chairman Tate:

Enclosed are the original and fourteen copies of BellSouth's Fifth Supplemental Response to MCI's discovery in this matter. This filing includes responses to Items 76, 77, 80, 84, 85, 88 and 89. Copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

REQUEST: Please provide a list of all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for BellSouth retail services, including all of the following: 1) full name of system; 2) acronym for system (if any); 3) detailed description of capabilities and function of system; 4) whether system was developed and is maintained by BellSouth or by third party (and name of third party).

RESPONSE: BellSouth objects to this Interrogatory on the grounds that information concerning the OSS used by BellSouth's retail services it is not reasonably calculated to lead to the discovery of admissible evidence and it is not relevant to the subject matter of this action.

SUPPLEMENTAL RESPONSE:

If not already described in the text below, the acronyms used in this response are defined in the attachment to Item No. 80.

Pre-Ordering, Ordering, and Provisioning Systems

For its retail basic exchange service customers, BellSouth uses two retail marketing and sales support systems for service order negotiation. BellSouth's retail operations use the Regional Negotiation System ("RNS") for most types of residential service requests. For business customers, BellSouth's retail operations use the Regional Ordering System ("ROS").

RNS is a distributed computing system that allows users to log on to one integrated system rather than multiple "backend" mainframe applications. The system presents icons, menus, and windows to access those applications that the BellSouth service representatives need to efficiently provide customer care to BellSouth end-user customers. Because the RNS distributed system receives data from the mainframe "behind the scenes," service representatives need only log-on to one place and know one system to be productive. RNS was developed by BellSouth and is maintained by BellSouth and Accenture.

SUPPLEMENTAL RESPONSE: (Cont.)

ROS is also a distributed computing system that allows users to log on to one integrated system rather than multiple "backend" mainframe applications for service order entry/editing. Using menus and drop-down boxes, service representatives are able to perform all functions associated with Service Order Negotiation. ROS was developed by BellSouth and is maintained by BellSouth and Accenture.

For both RNS and ROS, pre-order transactions are performed to validate addresses, calculated due dates, determine available products and services, reserve telephone numbers or circuit IDs, and perform loop qualification. For its own business needs, BellSouth also obtains end user credit information and customer profile information so that the service representative can determine the best product mix to offer the end user. BellSouth's retail units access most of the following pre-ordering systems and databases: ROS and RNS interface with RSAG, CRIS, ATLAS, and DSAP. ROS and RNS access P/SIMS and COFFI via an indirect feed. ROS and RNS have access to PCBS and Loop Qualification System ("LQS"). PCBS is a product catalog that stores product information for BellSouth wireline products and services, Cingular Wireless (RNS only), and BellSouth Long Distance ("BSLD") products. LQS is used to determine if a telephone number(s) at a specific service address are qualified for BellSouth ADSL (Asymmetric Digital Subscriber Line) Service.

Upon completion of gathering all the necessary information for submission of a service request and basic edit validations are "passed," ROS/RNS mechanically transforms the request into the service order format that can be accepted by SOCS and by the other downstream BellSouth systems for provisioning. The request is forwarded to the Store and Forward Messaging Infrastructure ("SFMI"), a message transport middleware that provides a "queuing" function assuring delivery of the request to SOCS. The request is then transmitted directly to SOCS (for BellSouth Telecommunications ("BST") orders) or to the System Wide Integrated Switching Hub ("SWISH") (for Cingular Wireless, BellSouth

SUPPLEMENTAL RESPONSE: (Cont.)

Entertainment, IntelliVentures, etc.) where edits are further applied and the request is accepted or returned for clarification.¹

SOCS is responsible for the collection, storage, and distribution of service orders, either CLECs' or BellSouth's, to all user departments, including service order-driven mechanized systems. SOCS is an online system used by many departments to process service orders. In addition to the SOCS online programs, the SOCS daily off-line cycle performs data base maintenance and report generation functions necessary to administer the pending order file. The major functions of the off-line programs are to purge completed and canceled orders, create statistical and administrative reports, and create service order files for other mechanized systems. It is important to note that SOCS is the common point of entry into the BellSouth OSS for provisioning of service orders by both the BellSouth retail units and the CLECs.

SOCS receives service requests from BellSouth retail operations (or from the CLECs) and further applies edit validations to ensure the data is in a format that can be accepted for provisioning by downstream systems. At the time SOCS accepts the request, the request is considered to be an order and the provisioning process begins. SOCS communicates the order with the Service Order Activation and Control System ("SOAC"), which manages the service order process with respect to the specialized systems that design and activate network-based services, assign facilities, maintain central office inventory, and manage customer account information. In doing so, SOAC directs each service order through all steps necessary to complete the order and provision the service.

Maintenance and Repair

TAFI is used by BellSouth's retail repair centers to process trouble reports for its customers. TAFI is a "man-to-machine" character based interface accessible via either a Local Area Network (LAN) connection or modem pool, which supports processing trouble reports on Non-Designed services. BellSouth developed TAFI, which is maintained by Accenture.

¹ Orders that include BellSouth Long Distance ("BSLD") services pass information from SOCS to BSLD for processing.

SUPPLEMENTAL RESPONSE: (Cont.)

In addition to the functions listed above, TAFI attempts to resolve the customer's trouble condition on the initial customer contact. If TAFI cannot resolve the problem, it routes the report to the correct BellSouth resource for resolution.

All of the products and services provided by BellSouth fall into one of two categories:

1. "Designed Services" (e.g., SL2 UNE Loop, DS0, etc.) supported by BellSouth's Work Force Administration (WFA) OSS, or
2. "Non-Designed Services" (e.g., SL1 UNE Loops, POTS, UNE-P, etc.) supported by BellSouth's Loop Maintenance Operations System (LMOS).

The Work and Force Administration (WFA) system product line manages and automates most of the work assignments required to install and repair client company facilities, such as message, trunks, special service circuits, carrier services, and business/residential lines. WFA was developed by Bell Laboratories and is maintained by Telcordia.

The WFA product line includes the following systems:

- WFA/C system, the work assignment and control administration component of the WFA product line. Telcordia™ Work and Force Administration/Internet Extension (WFA/IX) is a subsystem of WFA/C that supports the Trouble Management Process across multiple application instances.
- The Telcordia™ Work and Force Administration/Dispatch In (WFA/DI) system, the force administration component that manages central office craft personnel.
- The Telcordia™ Work and Force Administration/Dispatch Out (WFA/DO) system, the force administration component that manages outside technicians

NOTE: Information sent to the WFA/DO and WFA/DI dispatch systems is also sent to Telcordia™ Force, an automated dispatch system for inside and outside technicians.

SUPPLEMENTAL RESPONSE: (Cont.)

- The Telcordia TM Network and Services Database (NSDB), which stores data received from the TIRKS system and Service Order Analysis and Control (SOAC) system, distributes data to operations systems such as WFA/C and Service Delivery, and receives completions and updates from WFA/C and Service Delivery.

The LMOS family of systems provides POTS service activation and assurance. LMOS is an AT&T/Lucent developed system (maintained by Telmark) composed of the following major subsystems:

- LMOS Host runs on 5 IBM mainframes. Its key functions are to store and maintain detailed customer line record information, and create and maintain historical data on closed trouble reports and service orders. The Host interfaces with over 45+ applications.
- LMOS FE, another Lucent system, runs on 13 NCR mid-range platforms, and performs ticket management from entry to close-out. LMOS FE interfaces with 32 applications.
- LMOS Mapper, part of the Front End, assembles dispatchable orders requiring field work
- The Access Network System (ANS) ensures secure access to LMOS and runs on 11 HP mid-range platforms.
- The ARSB Datakit Network which provides data communication for LMOS.
- LEACS mechanically corrects more than 50% of the LMOS Database generated errors via terminal emulation. LMOS provides an interface to the Mechanized Loop Test (MLT) system for automated testing and analysis of telephone lines and equipment.

Billing

CRIS or the Customer Records Information System is a BellSouth proprietary corporate database and billing system for non-access customers and services. CRIS contains the "corporate official" records of the account information which is used to generate the appropriate customer billing. CRIS is a complex mainframe system consisting of

SUPPLEMENTAL RESPONSE: (Cont.)

multiple functional software applications. CRIS accrues charges to customer accounts and generates billing invoices according to the formatting options selected by the customer.

CRIS is designed to perform two basic functions – daily processing and billing period processing. First, daily processing is performed to input customer transactions, edit them and prepare for creation of the bill.

The types of daily transactions accumulated and processed in CRIS are quite numerous, but generally include service orders (which provide information about customer order activity), switch recordings (which provide records of billable call events), payments received from customers, and other miscellaneous types of transactions such as adjustments for previously billed amounts. Second, at the end of each billing period (generally, each month), the events for a given customer are extracted, formatted in a manner consistent with the customer's expectations and either distributed via some type of postal carrier or sent electronically to the customer.

As an example of how billing inputs are handled, the following describes how customer service orders are processed in CRIS. Each day, service order information from the ordering systems is received in CRIS. The information is audited to insure that all of the information needed for billing purposes is complete and accurate. Any errors found are sent to an error system, investigated, corrected and the service orders are sent back to CRIS for processing. Once the service orders have passed the various audits, the rating process begins. Services being ordered by a customer are encoded on service orders using Universal Service Order Codes (USOCs). The USOCs indicate to CRIS which type of service is included on each of the orders. The rating tables in CRIS contain the rates for each of the USOCs that should be billed. For the retail customers billed by CRIS, the rates are normally defined in the various tariffs filed with the state and federal commissions. The rating process in CRIS matches the USOCs on the service orders with the rates in the rating tables and determines how much should be charged to the customers. Lastly, the rated service order information is updated to the customer's account

SUPPLEMENTAL RESPONSE: (Cont.)

records to await the end of the customer's billing period and inclusion on the customer's invoice.

CRIS is maintained by Accenture. It was developed by South Central Bell in the early 1970s.

CABS or the Carrier Access Billing System is a BellSouth proprietary corporate database and billing system for access customers and services. CABS is a complex mainframe system consisting of multiple functional software applications. CABS contains the "corporate official" records of the account information which is used to generate the appropriate customer billing. CABS accrues charges to customer accounts and generates billing invoices according to the formatting options selected by the customer.

Like CRIS, CABS is also designed to perform daily processing and billing period processing. First, daily processing is performed to input customer transactions, edit them and prepare for creation of the bill. The types of daily transactions accumulated and processed in CABS are also quite numerous and also include service orders, switch recordings, payments, and miscellaneous transactions such as adjustments of previously billed amounts. Second, at the end of each billing period, the events for a given customer are extracted, formatted in a manner consistent with the customer's expectations and either distributed via some type of postal carrier or sent electronically to the customer.

At a high level, CABS performs service order processing in the same manner described in the above example for CRIS. One exception is that the rates for the individual services ordered by the CLECs billed in CABS are generally defined in the interconnection agreements negotiated between the CLECs and BellSouth. The rates for interexchange carrier customers (IXCs) billed in CABS are normally defined in the state and federal tariffs.

CABS is maintained by Accenture. It was developed by South Central Bell in the early 1980s.

REQUEST: Please provide a list of all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for services offered by a BellSouth subsidiary or affiliate, including all of the following: 1) full name of system; 2) acronym for system (if any); 3) detailed description of capabilities and function of system; 4) whether system was developed and is maintained by BellSouth or by third party (and name of third party).

RESPONSE: BellSouth objects to this Interrogatory on the grounds that information concerning the OSS used by BellSouth's subsidiaries or affiliates it is not reasonably calculated to lead to the discovery of admissible evidence and it is not relevant to the subject matter of this action.

SUPPLEMENTAL RESPONSE:

See BellSouth's Fifth Supplemental Response to MCI's First Set of Interrogatories, Item 76.

REQUEST: Please provide a schematic drawing showing the interrelationships between all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for BellSouth retail services, including but not limited to the following: 1) full name of system; 2) acronym for system (if any).

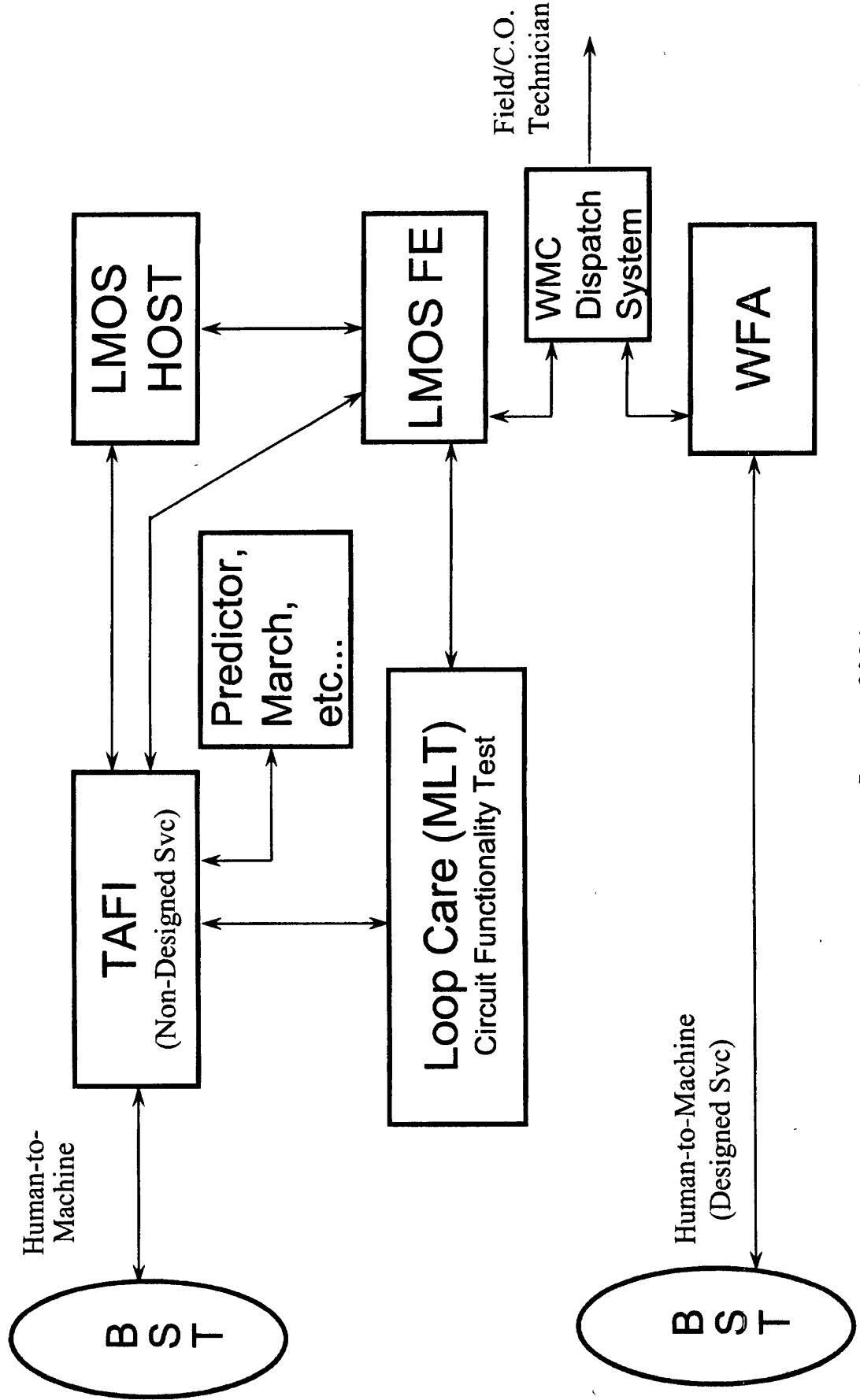
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SUPPLEMENTAL RESPONSE:

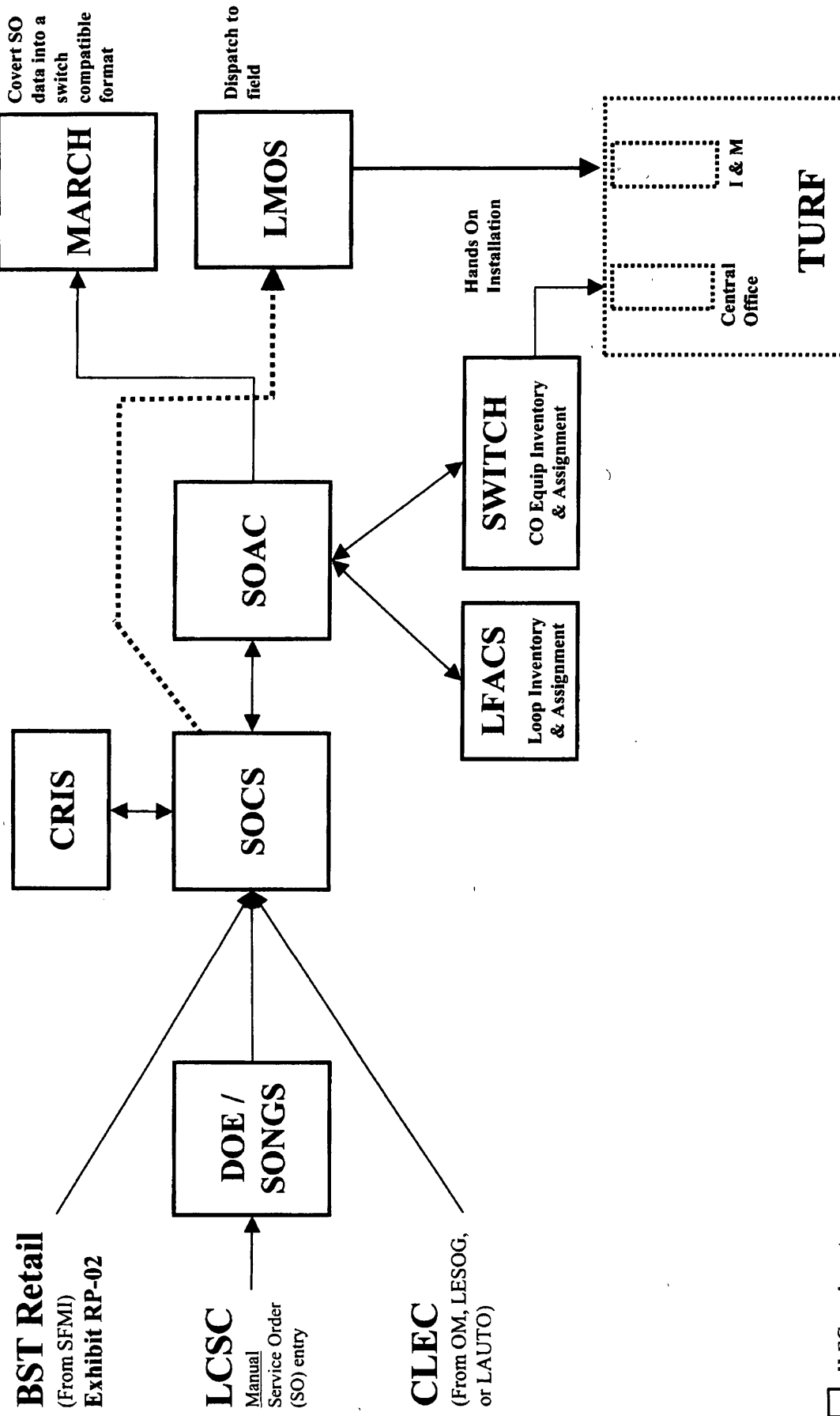
Information responsive to this request is contained in the attached, which are diagrams showing BellSouth OSS used for BellSouth retail services, as well as information concerning the full names of each system.

BellSouth Telecommunications, Inc.
TRA Dkt No. 03-00491
MCI/Brooks Fiber Discovery Requests
October 27, 2003
5th SUPPLEMENTAL Item No. 80
ATTACHMENT

BellSouth Maintenance

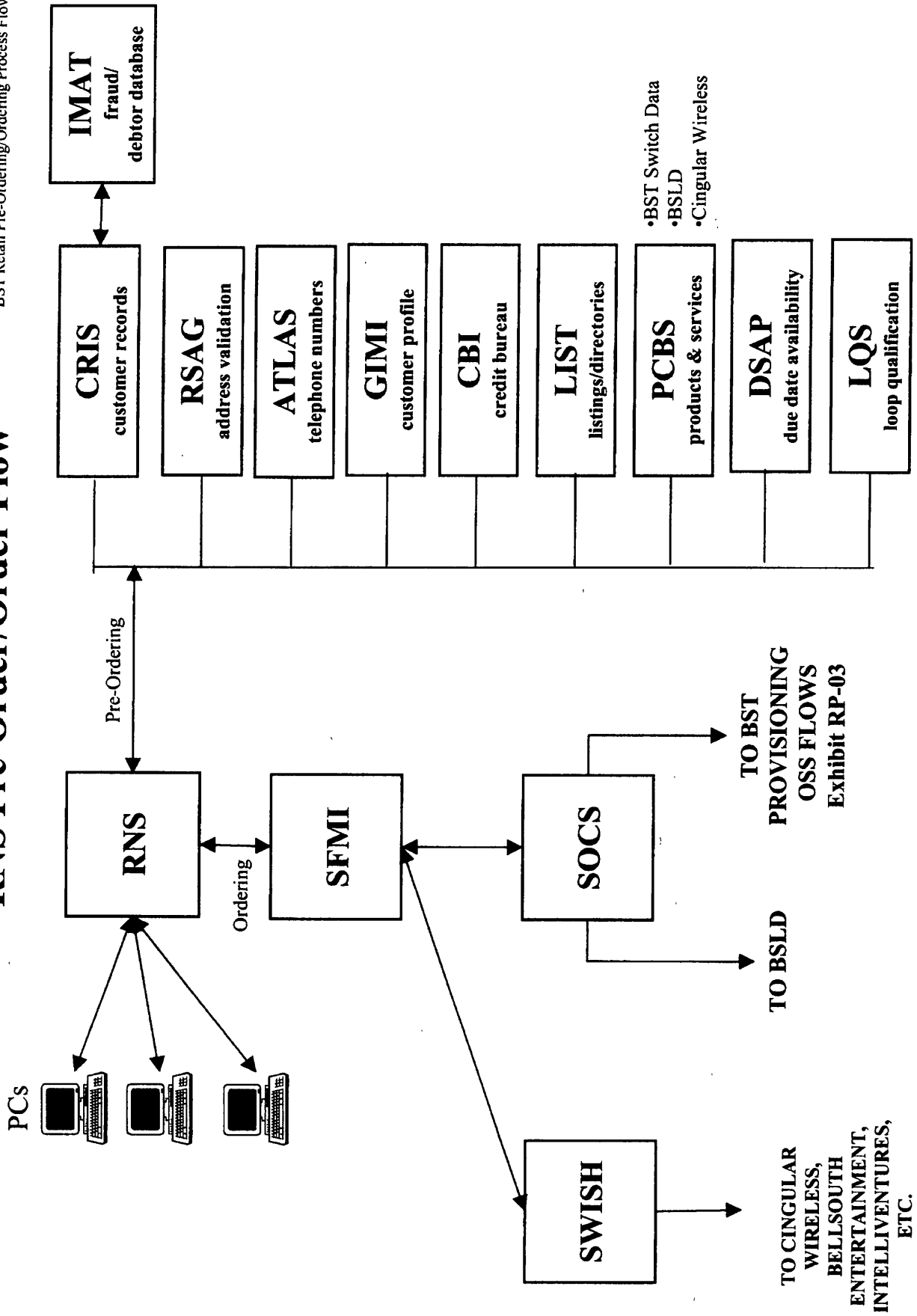


Process Flow for Provisioning (Non-Designed Circuits)



- ☐ ILEC - only system
- ☐ Joint Use (ILEC and CLEC) system

RNS Pre-Order/Order Flow

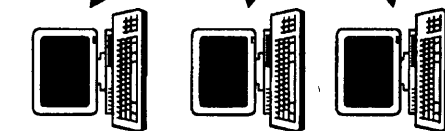


ROS Pre-Order/Order Flow

Reference Data collected from these systems via a batch process



PCs



- Rates
- Products / Services
- Complete Choice information
- Product Packages
- Directory Information

LQS

loop qualification

ATLAS

telephone numbers &
circuit identifiers

RSAG

address validation

CRIS

customer records

DSAP

due date availability

PCBS

BST Switch Data
BSLD Data

ROS

SFMI

Pre-Ordering

Ordering

SOCS

TO BST
PROVISIONING
OSS FLOWS
Exhibit RP-03

January 2004

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
ATLAS	Application for Telephone number Load Administration and Selection	The BellSouth OS used to administer the pool of available telephone numbers (also referred to as "directory numbers") and to reserve selected numbers from the pool for use on pending service requests/service orders.	Accenture
BRIS	Business Revenue Information System	BRIS is a database of business customers, which drives assignment of customers and revenues to BellSouth Business Systems and Small Business Customer Operations Units (COUs), directly impacting COU size and performance.	
CABS	Carrier Access Billing System	The BellSouth proprietary corporate database and billing system for access customers and services. CABS is a complex mainframe system consisting of multiple functional software applications. CABS contains the "corporate official" records of the account information which is used to generate the appropriate customer billing. CABS accrues charges to customer accounts and generates billing invoices according to the formatting options selected by the customer.	Accenture
CBI	Credit Bureau Interface	CBI provides an interface for RNS services representative to perform credit verification for Residential Service Customers. Small Business and BellSouth Business can also launch this application from the desktop for determining deposit requirements.	
CRIS	Customer Records Information System	The BellSouth proprietary corporate database and billing system for non-access customers and services. CRIS contains the "corporate official" records of the account information which is used to generate the appropriate customer billing. CRIS is a complex mainframe system consisting of multiple functional software applications. CRIS accrues charges to customer accounts and generates billing invoices according to the formatting options selected by the customer.	Accenture
DOE	Direct Order Entry System	DOE is a mechanized order negotiation & generation system using screens & menus, on-line access to CRIS, on-line editing of orders and automatically generating most common order data	

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
DSAP	Distributed Support Application	<p>entries. Supports Service Order entry for GA, NC, SC, FL.</p> <p>The BellSouth OS which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs. DSAP has information regarding closed dates, Connect Throughs and restricted areas, and other information/guidance to help establish a realistic and meaningful appointment date.</p>	
GIMI	Geographic Integrated Marketing Intelligence	GIMI is a marketing intelligence system of residential customers that incorporates storage and retrieval of RNS customer profiles, canceled and completed order processing, storage and retrieval of sales and sales recommendations, and the sending of sales campaign information to RNS.	
IMAT	In-House Match Exchange	The In-House Match Exchange (IMAT) system is part of a mechanized regional debtor database system designed to identify new customers with a record of non-payment for telephone service (live or final accounts) within the BellSouth region.	
LAUTO	Local Number Portability ("LNP") Automation	<p>LAUTO applies edit and formatting checks, formats the request into BellSouth service order record format, and passes it to SOCS. LAUTO performs the following primary business functions:</p> <ul style="list-style-type: none"> ▪ Perform Level 3 Validations ▪ Retrieve Legacy data required for Service Order Formatting ▪ Perform Ownership Validation ▪ Calculate Due Date ▪ Format Service Order ▪ Update Service Order ▪ Submit Service Order to SOCS ▪ Receive Notifications 	Accenture
LESOG	Local Exchange Service Order Generator	A system which accepts the service request output of LEO, applies additional edits and formatting checks, formats the	Accenture

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
		request into BellSouth service order record format, and passes it to SOCS. LESOG performs the following primary business functions: <ul style="list-style-type: none"> Perform Level 3 Validations Retrieve Legacy data required for Service Order Formatting Perform Ownership Validation Format Service Order Update Service Order Submit Service Order to SOCS 	
LFACS	Loop Facilities Assignment and Control System	LFACS is an inventory system that manages outside plant loop facilities. LFACS contains data on cable pairs, terminals, loop qualification information, circuits and addresses. It is used to assign appropriate loop facilities to serve the address(es) on the service order.	Telcordia
LIST	List Information System	The List Information System is a database containing listing and directory information.	
LMOS	Loop Maintenance Operations System	The system provides a mechanized means of maintaining customer line records and for entering, processing, and tracking trouble reports. LMOS is used by the Work Management Center in the dispatching of service orders and trouble reports to outside forces.	Accenture
LMOS / Host	Loop Maintenance Operations System	Used for inquiry and tracking of trouble reports. Builds database for repairs. Installation Support Package also resides in the HOST.	Accenture
LMOS FE	Loop Maintenance Operations System Front End	Used to enter status, track and test customer trouble reports & service orders (POTS & Non-designated)	Accenture
LQS	Loop Qualification System	Used to determine if a telephone number(s) at a specific service address are qualified for BellSouth ADSL (Asymmetric Digital Subscriber Line) Service.	BellSouth
MARCH®	MARCH	BellSouth OS of Telcordia design which accepts service orders,	Telcordia

BellSouth Operations Support Systems ("OSS")

Acronym (not an acronym)	System Name	Capabilities/Function	Maintained By
MLT	Mechanized Loop Testing	<p>interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches. Recent Change messages instruct the switching system to make the necessary assignments and associations in its translations database to activate service and any assigned features or capabilities.</p> <p>A BellSouth test OS which conducts testing of loop facilities and inside wiring (CO distributing frame continuity) by accessing the loop via the line-side switching system port. MLT supports only non-designed loop testing through an assigned and interconnected switch line port (i.e. "OE", or Office Equipment termination).</p>	Accenture
OM	Order Manager	<p>OM provides the programmable sequence and control functionality necessary to manage BellSouth's creation of Service Order Generation from LSRs for xDSL-compatible loops, UCLs, EELs and UDCs. LSRs for these are received from SGG, and validated within OM. OM performs the following primary business functions:</p> <ul style="list-style-type: none"> ▪ Store LSR Data ▪ Perform Level 2 Validations ▪ Retrieve Legacy data required for Service Order Formatting ▪ Perform Ownership Validation ▪ Retrieve Pending Service Order ▪ Submit Service Order to SOCS ▪ Update Service Order ▪ Retrieve Original LSR ▪ Retrieve Loop Makeup information ▪ Receive Notifications ▪ Deliver Notifications 	Telcordia
PCBS	Product Common	PCBS replaced the application-specific OASIS and AMOS	

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
	Business Services	systems for accessing product information with a corporate-wide API. This product catalog stores product information for wireline, wireless, and BSLD products.	
Predictor (Not an acronym)	Predictor	The BellSouth OS which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups to MLT and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.	Accenture
Quantum	Not an acronym	Quantum is an accounts receivable billing system. Provides a breakdown of amounts due from retail customers. Identifies balance due by entity, product (account code) and deniability.	
RNS	Regional Negotiation System	RNS is a distributed computing system that allows users to log on to one integrated system rather than multiple "backend" mainframe applications. The system presents icons, menus, and windows to access those applications that the BellSouth service representatives need to efficiently provide customer care to BellSouth end-user customers. Because the RNS distributed system receives data from the mainframe "behind the scenes," service representatives need only log-on to one place and know one system to be productive.	BellSouth/Accenture (the BellSouth team is engaged to develop business requirements and testing; the Accenture team does any architecture changes and the actual application changes to RNS based on those requirements)
ROS	Regional Order System	ROS is a negotiation and service order generation platform that is utilized by BellSouth Customer Markets. ROS supports service order entry for BellSouth. ROS provides regional order capability via a graphical user interface, which features English-language descriptions for high-volume and strategic products.	BellSouth
RSAG	Regional Street Address Guide	The BellSouth database that contains street addresses validated to be accurate with state and local governments. This information is used to ensure a consistent and accurate address for the purposes of matching loop facilities available to a	Accenture

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
SFMI	Store and Forward Messaging Infrastructure	customer address and for dispatching outside field technicians. SFMI acts as a "job queue" to hold pending order information prior to submission of the firm order to SOCS. SFMI is a message transport middleware that is built on MQSeries technology. SFMI provides assured delivery, auditing, logging, alarming and automated failover.	
SOAC	Service Order Analysis & Control	A BellSouth OS of Telcordia design which controls the flow of service orders to appropriate downstream assignment OSS, such as LFACS. SOAC controls the flow based on the type of order and the required facilities using BellSouth codes contained in the Service Order image.	Telcordia/Accenture
SOCS	Service Order Communications System	A BellSouth OS responsible for the collection, storage, and distribution of service orders to all user departments, including service order-driven mechanized systems. SOCS is an online system used by many departments to process service orders.	Accenture
SOER	Service Order Edit Routines	SOER, a sub task of SOCS, is an on-line, real-time editor of the service order. SOER is designed to provide online edit of each section of every service order entered into SOCS. SOER validates all USOCS, FIDS (Field IdentifierS), and FID data. Each time a service order is updated, it is edited again.	
SONGS	Service Order NeGotiation System	An internal BellSouth service order entry system used to input service orders in BellSouth format with the proprietary coding and formatting necessary for downstream processing by provisioning and billing systems. This system was developed and deployed within the former South Central Bell states of BellSouth.	
SWISH	System Wide Integrated Switching Hub	Transfers order information between negotiation systems and affiliate companies (such as Cingular Wireless and Paging, BellSouth Entertainment, Intelliventures).	
SWITCH (Not an acronym)	SWITCH	BellSouth OS for distributing frame administration, switch concentrator load balance operations, tie pair administration, provisioning selection of line-side switching system	Accenture

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
TAFI	Trouble Analysis Facilitation Interface	<p>terminations ("OEs", or Office Equipments), and issuance of frame wiring orders.</p> <p>A BellSouth OS that supports trouble receipt center personnel in taking and handling customer trouble reports. TAFI prompts the trouble receipt center agent with appropriate questions through prompts and screen displays. Concurrently, TAFI obtains the assignment and billing information by interfacing with systems such as LMOS and CRIS. TAFI automatically initiates MLT testing on the loop if that is possible for the resale service or UNE combination. TAFI automatically verifies the line translations via MARCH if a switch port is involved in the service being reported. TAFI subjects all findings to its analyzer logic and attempts to correct the problem, or presents information in "real time" to the trouble receipt center agent which will enable the front-end correction and/or closure, or identifies and routes the ticket to a downstream BellSouth work group for further action. If TAFI cannot determine what appropriate action to take based on the information at hand, TAFI will send the report to a specialized work group in the appropriate Repair Center with a request for manual intervention.</p>	Accenture
WFA	Work Force Administration	<p>A BellSouth OS. Consists of three modules:</p> <ol style="list-style-type: none"> 1. WFA-Control: Used by the Control Office in the coordination, testing, turn-up, and repair functions associated with designed services. 2. WFA-DI (Dispatch In): Used by the Work Management Center and Central Office forces in the dispatching of technicians and in the administration of loaded/dispatched work. 3. WFA-DO (Dispatch Out): Used by the Work Management Center and Outside Field Work Groups in the dispatching of technicians and in the administration of 	Accenture

BellSouth Operations Support Systems ("OSS")

Acronym	System Name	Capabilities/Function	Maintained By
		loaded/dispatched work.	
WMC Dispatch System			

REQUEST: Please provide a schematic drawing showing the interrelationships between all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for services offered by a BellSouth subsidiary or affiliate, including but not limited to the following: 1) full name of system; 2) acronym for system (if any).

RESPONSE: BellSouth objects to this Interrogatory on the grounds that information concerning the OSS used by BellSouth's subsidiaries or affiliates is not reasonably calculated to lead to the discovery of admissible evidence and it is not relevant to the subject matter of this action.

SUPPLEMENTAL RESPONSE:

See BellSouth's Fifth Supplemental Response to MCI's First Set of Interrogatories, Item 80.

REQUEST: Please provide a detailed process flow chart for all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for BellSouth retail services, including but not limited to the following: 1) full name of system; 2) acronym for system (if any).

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SUPPLEMENTAL RESPONSE:

See BellSouth's Fifth Supplemental Response to MCI's First Set of Interrogatories, Item 80.

REQUEST: Please provide a complete set of the current business rules for all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for BellSouth retail services, including but not limited to the following: 1) full name of system; 2) acronym for system (if any).

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SUPPLEMENTAL RESPONSE:

Documents responsive to this request are voluminous and will be made available for inspection at BellSouth's office at 675 W. Peachtree Street, Atlanta, Georgia at a mutually convenient time. These documents are proprietary and will be made available for inspection pursuant to the parties' protective agreement.

REQUEST: Please provide a complete set of the current business rules for all OSS used by BellSouth for pre-ordering, ordering, provisioning, maintenance and repair and billing for services offered by a BellSouth subsidiary or affiliate, including but not limited to the following: 1) full name of system; 2) acronym for system (if any).

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Documents responsive to this request are voluminous and will be made available for inspection at BellSouth's office at 675 W. Peachtree Street, Atlanta, Georgia at a mutually convenient time. These documents are proprietary and will be made available for inspection pursuant to the parties' protective agreement.

CERTIFICATE OF SERVICE

I hereby certify that on February 3, 2004, a copy of the foregoing document was served on the parties of record, via the method indicated:

☐ Hand
☐ Mail
☐ Facsimile
☐ Overnight
☒ Electronic

Henry Walker, Esquire
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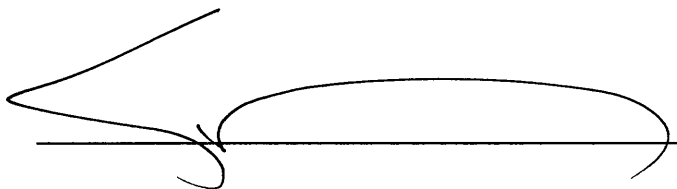
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A handwritten signature in black ink, consisting of a stylized 'K' followed by a horizontal line and a large loop, positioned above a horizontal line.